

Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

## Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	821	929	-12%	▼
	Admits	469	559	-16%	▼
	Discharges	388	597	-35%	▼
	Service Hours	8,295	8,920	-7%	
	Bed Days	5,463	4,550	20%	▲

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

## Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	329	40.1%
	Residential Services	49	6.0%
<b>Mental Health</b>	Case Management	267	32.5%
	Outpatient	104	12.7%
	Residential Services	5	0.6%
<b>Forensic SA</b>	Case Management	142	17.3%

## Consumer Satisfaction Survey

(Based on 117 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		91%	80%	92%
✓ Respect		90%	80%	91%
✓ Quality and Appropriateness		89%	80%	93%
✓ Overall		84%	80%	91%
✓ General Satisfaction		82%	80%	92%
● Access		78%	80%	88%
● Outcome		71%	80%	83%
● Recovery		66%	80%	79%

Satisfied % 
 Goal % 
 0-80% 
 80-100% 
 Goal Met 
 Under Goal

## Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	79	10%	17%	Male	512	62%	60%
26-34	173	22%	22%	Female	308	38%	40%
35-44	200	25%	20%				
45-54	211	26%	24%				
55-64	91	11%	13%				
65+	50	6%	4%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	441	54%	74%	Black/African American	253	31%	▲ 17%
Hisp-Puerto Rican	175	21%	12%	Other	207	25%	15%
Unknown	152	19%	▲ 7%	Unknown	147	18%	▲ 2%
Hispanic-Other	50	6%	7%	White/Caucasian	147	18%	▼ 64%
Hispanic-Cuban	2	0%	0%	Asian	65	8%	1%
Hispanic-Mexican	1	0%	0%	Am. Indian/Native Alaskan	1	0%	1%
				Multiple Races	1	0%	1%
				Hawaiian/Other Pacific Islander			0%

Unique Clients 
 State Avg 
 > 10% Over State Avg 
 > 10% Under State Avg

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104	93	12% ▲
Admits	30	27	11% ▲
Discharges	35	18	94% ▲
Service Hours	1,574	1,822	-14% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	69%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	80%	60%
SA Screen Complete	69%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	90%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	3%	50%	54%	-47% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		89	93%	75%	39%	18% ▲
Social Support		52	49%	60%	49%	-11% ▼
Employed		16	15%	30%	17%	-15% ▼
Stable Living Situation		73	69%	95%	74%	-26% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		69	97%	90%	90%	7%

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		19	66%	75%	60%	-9%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													92%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 91 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	2	150%	▲
Admits	4	2	100%	▲
Discharges	4	1	300%	▲
Service Hours	-	-		

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	50%	50%	57%	0%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	79%	40% ▲
✓ Stable Living Situation		5	100%	85%	93%	15% ▲
✓ Improved/Maintained Axis V GAF Score		4	100%	95%	53%	5%
● Employed		0	0%	25%	10%	-25% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	96%	-90% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 98%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 80%

Cooccurring	Actual	State Avg
MH Screen Complete		20% 86%
SA Screen Complete		20% 86%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 97%
✓ Valid Axis V GAF Score		100% 94%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

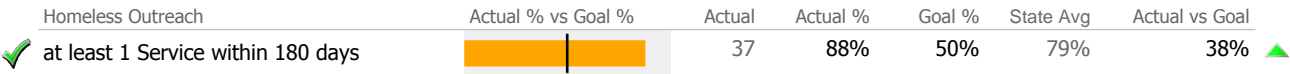
Actual Goal Goal Met Below Goal

\* State Avg based on 54 Active Residential Support Programs

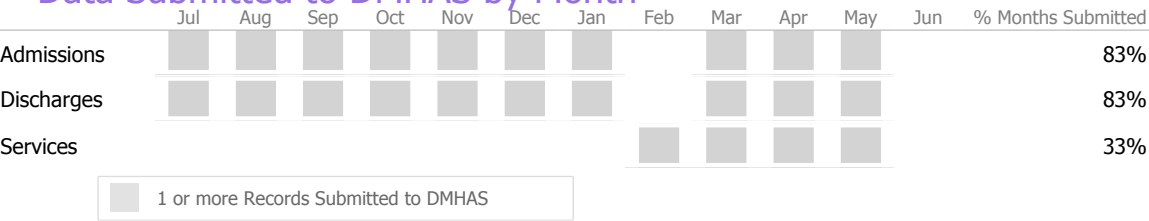
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	22	95%	▲
Admits	46	26	77%	▲
Discharges	41	24	71%	▲
Service Hours	25	5	426%	▲

Service Engagement



Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Outreach & Engagement Programs

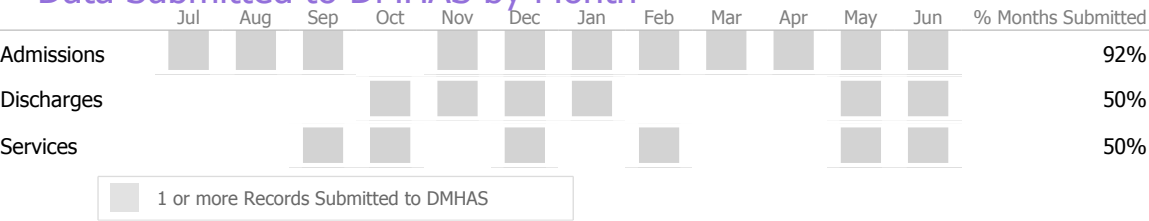
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	213	310	-31% ▼
Admits	50	62	-19% ▼
Discharges	37	149	-75% ▼
Service Hours	2,022	2,024	0%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days	<div><div></div></div>	50	100%	50%	79%	50% ▲

Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Outreach & Engagement Programs


Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	15	-13%	▼
Admits	-	6	-100%	▼
Discharges	11	3	267%	▲
Service Hours	32	416	-92%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Stable Living Situation	<div><div></div></div>	6	46%	85%	90%	-39%	▼

Service Utilization

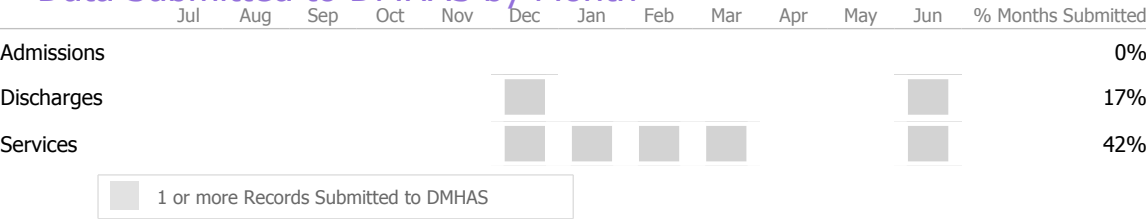
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services	<div><div></div></div>	2	100%	90%	96%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data	<div><div></div></div>	45%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates	<div><div></div></div>	0%	72%

Data Submitted to DMHAS by Month



 > 10% Over     < 10% Under

 Actual     Goal     Goal Met     Below Goal

\* State Avg based on 65 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	54	-28% ▼
Admits	30	42	-29% ▼
Discharges	28	45	-38% ▼
Service Hours	275	249	11% ▲

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	57%	50%	61%	7%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		34	87%	60%	78%	27% ▲
✓ Employed		17	44%	20%	8%	24% ▲
✓ Self Help		31	79%	60%	65%	19% ▲
✓ Stable Living Situation		33	85%	80%	40%	5%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	73%	90%	58%	-17% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		14%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■	■	■		■	■	■	■	■		75%
Discharges	■	■	■	■	■	■	■	■		■	■	■	92%
Services	■	■			■	■	■		■		■	■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	134	125	7%
Admits	86	96	-10%
Discharges	77	77	0%
Service Hours	357	254	40% ▲

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	4%	50%	61%	-46% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		82	61%	60%	78%	1%
● Self Help		60	44%	60%	65%	-16% ▼
● Employed		2	1%	20%	8%	-19% ▼
● Stable Living Situation		14	10%	80%	40%	-70% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		36	62%	90%	58%	-28% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		94% 97%

On-Time Periodic	Actual	State Avg
6 Month Updates		3% 14%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													67%
Discharges													100%
Services													83%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 8 Active Standard Case Management Programs



## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	329	387	-15% ▼
Admits	187	265	-29% ▼
Discharges	125	247	-49% ▼
Service Hours	4,009	4,019	0%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	54%	94%
Valid TEDS Data	83%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	1%	12%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	99%	96%
✓ SA Screen Complete	99%	96%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		36	29%	50%	56%	-21% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		270	78%	55%	56%	23% ▲
● Not Arrested		193	56%	75%	85%	-19% ▼
● Self Help		102	30%	60%	21%	-30% ▼
● Improved/Maintained Axis V GAF Score		140	53%	75%	52%	-22% ▼
● Employed		6	2%	50%	34%	-48% ▼
● Stable Living Situation		76	22%	95%	82%	-73% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		202	92%	90%	58%	2%

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		125	71%	75%	74%	-4%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services					■	■	■	■	■	■	■	■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 117 Active Standard Outpatient Programs

## Women's and Childrens Residential Program

Community Renewal Team (CRT)

Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	46	7%
Admits	36	33	9%
Discharges	30	33	-9%
Bed Days	5,463	4,550	20% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	99%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	7%

Cooccurring	Actual	State Avg
MH Screen Complete	97%	98%
SA Screen Complete	97%	98%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	47%	70%	63%	-23% ▼
No Re-admit within 30 Days of Discharge		26	87%	85%	90%	2%
Follow-up within 30 Days of Discharge		5	36%	90%	50%	-54% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		37	76%	70%	74%	6%
Improved/Maintained Axis V GAF Score		26	81%	95%	76%	-14% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	176 days	0.4	71%	90%	94%	-19% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													92%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs